

**JOB DESCRIPTION**  
**MURFREESBORO WATER AND SEWER DEPARTMENT**  
**ADMINISTRATIVE SUPPORT SPECIALIST – O & M**

- 1. JOB TITLE:** ADMINISTRATIVE SUPPORT SPECIALIST
- 2. DEFINITION:** This is a secretarial and clerical position responsible for providing support to the Field Operations staff. The position is under the direct supervision of the Field Operations Superintendent. All employees are responsible to the Director and the City Manager. The position is classified as Non-Exempt for the purpose of the Fair Labor Standards Act, as having no significant occupational exposure to bloodborne pathogens, and as Non-Safety Sensitive; the employee is subject to post accident, reasonable suspicion, return to duty and follow-up drug and alcohol testing.
- 3. EQUIPMENT/JOB LOCATION:**
  - a. This position requires the use of personal computers, multi-line telephone system, radio communications devices, standard office equipment and vehicles.
  - b. The primary job location is in the Field Operation offices. All City facilities and vehicles are smoke-free.
- 4. ESSENTIAL FUNCTIONS OF THE JOB:**
  - a. Prepares reports, spread sheets, and requisitions.
  - b. Establishes and maintains central files and records for Field Operations.
  - c. Coordinates sewer cleanout installation with the Murfreesboro Building Codes Department.
  - d. Works with contractors and other service providers to resolve scheduling problems with service trucks/crews.
  - e. Maintains detailed records of meter connections and sewer cleanouts.
  - f. Compiles monthly reports of hydrant flushing.
  - g. Distributes information regarding new fire hydrant installation to appropriate contacts in the various City departments.
  - h. Manages Tennessee One Call utility locations.
  - i. Assists with payroll, entering hours worked and monitoring leave forms.
  - j. Prepares Invitation to Bid packages and conducts mailings.
  - k. Works with Resources Clerk to maintain inventory and records.
  - l. Assists Health & Safety Coordinator
  - m. Answers telephone, directs calls.
  - n. Screens and routes visitors.
  - o. Sorts and delivers mail.
  - p. Transports samples and runs errands involving driving.
  - q. Enters employee work records into the payroll database.
  - r. Intermittently stoops, stands, walks.



**5. EXAMPLES OF OTHER WORK TO BE PERFORMED:**

- a. Provides general clerical and secretarial support to the Wastewater Treatment Plant Superintendent and staff.
- b. Performs other duties and special projects as assigned.

**6. REQUIRED KNOWLEDGE, SKILLS AND ABILITIES:**

- a. Must be at least 21 years of age.
- b. Must possess a high school diploma or equivalent; course work in typing, personal computers and secretarial skills, preferred.
- c. Must have legal authorization to work in the United States.
- d. Must have a driver's license valid in the State of Tennessee.
- e. Must have good working knowledge of personal computers, Microsoft Word and Excel.
- f. Must have a good reputation for and the ability to maintain confidentiality.
- g. Must have the ability to report for work on time and to perform the duties of the job for the complete workday.
- h. Must have the ability to perform job responsibilities in a timely manner in order to meet scheduled deadlines.
- i. Must have the ability to establish and maintain an effective working relationship with supervisors, co-workers and the public.
- j. Must be capable of intermittent sitting, standing, lifting, stooping and walking.
- k. Must have good knowledge of English, punctuation, spelling and commercial arithmetic.
- l. Must have excellent English communication skills, both written and oral.
- m. Must have the ability to use good judgment and human relations skills to effectively deal with the public and/or City employees, some of whom may be irate or unreasonable.

Non-Exempt  
Non-Safety Sensitive  
April 27, 2004